

**DEFENSE TRAVEL SYSTEM  
UPDATE BULLETIN #5**

**Travel Card Transition**

For information regarding the upcoming Government Travel Charge Card (GTCC) transition from Bank of America to Citi Bank, please see Enclosure (1).

**Reminders for Authorizations and Vouchers:**

- When the traveler/travel clerk creates an amendment, the first screen to appear after clicking the **Amend** link is a text box. It is mandatory that the reason as to why the Authorization and/or Voucher is being amended be entered in this text box.
- When additional approval is being submitted for a voucher, (i.e. expenses incurred not on the original authorization) the first page of the voucher (form DD 1351-2) must be printed, an explanation/statement provided, and Block 21A signed by the Approving Official. In order to ensure the correct format prints, the traveler should go to the welcome page under the **Traveler Setup** tab, select **Form Preferences**, and make sure all forms are set to print in the Gov't Plus format. After the voucher has been signed by the Approving Official, upload the signed form DD 1351-2 into DTS as a substantiating document. See sample in DTS User's Guide, Chapter 10.
- When filing a voucher, travelers must provide receipts for any expense claimed that is \$75.00 or more and **all** lodging receipts regardless of cost. These receipts must be **legible** and show a zero balance owed.
- Please submit all requests for cancellation of travel authorizations through the NRL DTS help desk email (help\_dts@nrl.navy.mil); ***do not use the “cancel trip” link available in DTS as this link will not completely process the cancellation request.*** A confirmation email will be sent to verify that the requested authorization has been cancelled along with other pertinent information. If a response is not received from the NRL DTS Help Desk within 2 business days, please send a follow up email requesting the status. It is the traveler's responsibility to know and abide by their hotel's cancellation policy. Should a traveler be charged a “no show” or “cancellation” fee, it may be reimbursed with the proper approval from the Approving Official. Contact the NRL DTS Help Desk for assistance in requesting reimbursement of this fee.

**Commercial Travel Office (CTO) Information**

- When selecting Alaska or Midwest Airlines for CONUS travel or British Airways for OCONUS travel, please do a **CTO Assist**, as these require confirmation and ticket numbers be sent to the airlines to ensure passage.

- Many OCONUS flights are being subjected to ticketing time limits. The operating carrier may demand ticketing on their service at any time. Normally tickets are not issued until three business days prior to the TDY start date. However, if a ticketing time limit is imposed, the authorization must be stamped by the Approving Official prior to the time limit date. The NRL Travel office is notified of all ticket time limits and will work to ensure the proper approval is met in order to issue the tickets requested. Please be advised if a ticketing time limit is not met, the reservations will be cancelled by the airlines, and rebooking on the same flight is prohibited by the airlines. All Amtrak reservations will also require ticketing within 48 hours of booking the reservation.
- Invitational Travelers for the NRL-DC location must call and reserve air, hotel and rental car reservations thru the Navy Yard's SATO Office on 202 433-2265. After reservations have been made, the traveler or travel clerk is required to bring the travel order (Form DD 1610) to the NRL Transportation Office in Bldg. 222 Room 230, or submit via fax on 202 404-6802 or e-mail in pdf format to [help\\_dts@nrl.navy.mil](mailto:help_dts@nrl.navy.mil). The NRL Transportation Office will review the order for accuracy and forward to the Navy Yard who will issue the electronic ticket(s).

### **NRL TRAVEL WEBSITE**

The NRL Travel Website has been updated to include DTS information. For the latest travel news and notices, please visit the NRL Travel website located at <http://travel.nrl.navy.mil>

# New Travel Card Transition Information



Starting November 30, 2008, at 12:00 a.m. EST, Citi will replace Bank of America as the new DoD Government Travel Charge Card (GTCC) vendor. On that date, all Bank of America cards will expire and Citi cards will be ready for use. All cardholders with an account in good standing will automatically receive a new Citi GTCC account and card. If you have not received your new GTCC, please contact your Agency Program Coordinator (APC). While Bank of America no longer processes requests for the new GTCC, Citi will commence accepting paper applications for new accounts on November 10, 2008. Anyone without a GTCC and doing official business prior to November 29, 2008, should contact their APC. DoD personnel with a *suspended* or *charged-off* Bank of America GTCC account will need to reapply with Citi.

## Did You Verify Your New Card?

To ensure your new Citi card is activated and ready for use on November 30, 2008, please verify receipt **immediately**. Log on to the website or call the phone number provided on the sticker affixed to the *front* of the card. To customize a Personal Identification Number (PIN) for access to an ATM, call the toll-free customer service phone number on the *back* of the new card. Place your new card in a safe place and do not dispose of your old card until after November 29, 2008.

## Travel During Transition

If traveling during the transition period, November 29-30, 2008, it is critical that you carry both your Bank of America and Citi GTCCs. All official travel expenses incurred up to 11:59 p.m. EST on November 29, 2008, must be charged to your current Bank of America GTCC. Official travel expenses starting 12:00 a.m. EST on November 30, 2008, must be charged to the new Citi GTCC.

**Airline and Rail Reservations:** All official travel reservations being ticketed on or before November 29, 2008, must be charged to a Bank of America GTCC. As a general rule, DoD contracted CTOs issue tickets 3 business days prior to the reservations departure date. If your *approved* DoD travel authorization has a reservation departure date of December 3, 2008, or earlier, then your CTO will issue the airline/ rail ticket on or before November 28, 2008, and therefore charge your Bank of America account. However, if your reservation departure date is *after* December 4, 2008, your CTO will issue your ticket on December 1, 2008; therefore, the charge must be placed on your Citi account. DTS will automatically assign these charges. However, the traveler should ensure the correct vendor is paid when payment is disbursed.

**Hotel Reservations:** Hotel reservations being confirmed (e.g., *late arrival guarantees* or *deposits*) on or before November 29, 2008, should be placed on your Bank of America card. If your hotel visit straddles the transition period (e.g., *check-in is on or before November 29 and checkout is on or after November 30*), you will need to check-in using your Bank of America GTCC but, upon departure, settle ALL hotel charges using your Citi

GTCC account. *Note:* if using an express check-out option, be sure your new Citi GTCC is on file with the hotel.

**Rental Car Reservations:** If the rental is over the transition period (e.g., *pickup on or before November 29 and drop-off is on or after November 30*), use your Bank of America GTCC at the time of rental. Upon returning the car, present your new card to settle charges. Be sure NOT to use the "Express" drop-off since you will need to change your method of payment to your Citi GTCC account. Please be sure to pay all Bank of America bills in full for those charges incurred on or before November 29, 2008. If you have an existing balance, call the phone number located on the back of your card to request a statement. After the transition, Bank of America will continue to accept payments. All vouchers for travel using a Bank of America card should be filed by December 5, 2008.

## What to Expect

To accommodate the change in vendors, a DTS software enhancement, known as Release 5, was implemented on November 1, 2008. The release contains modifications in support of the GTCC transition including a data upload of new GTCC accounts (CBA and IBA), and the creation of interface connections, reports, as well as changes to the application software to facilitate the appropriate selection of the new card.

Your primary contact for the transition is your APC, Sheryl Davenport. She can be reached at 202-767-3582 or [sheryl.davenport@nrl.navy.mil](mailto:sheryl.davenport@nrl.navy.mil).